



Store Manager

Tecumseh, Oklahoma

35K annually plus monthly bonus potential

Job Purpose

The Retail Store Manager is responsible for all operations and sales of the automotive service center and tire repair/sales. The primary role is to ensure that automotive center is profitable and meets the company's requirements for quality management, health and safety, legal requirements, environmental policies and general care of duty. The Retail Store Manager will train and lead employees in customer service and sales while maintaining specific goals for productivity, cost control, and overall presentation of the service center. Directly responsible for supervising and overseeing both sales and service repair technicians.

Essential Duties and Responsibilities

- Exceed sales and profit goals.
- Implement and enforce policies and procedures.
- Assign, direct and monitor the work of all employees.
- Design and implement work methods and procedures to increase productivity and improve service to internal and external customers.
- Evaluate the performance of employees and provide training and coaching as required.
- Ensure that safety is a priority, and provide a safe work environment for employees.
- Comply with OSHA and DOT regulations, as required, and ensure that all employees are abiding.
- Provide guidance and follow up to employees, as it pertains to use of the company's equipment, facility, and supplies
- As directed, oversee personnel management and development for counter sales and customer service and auto repair technicians; including recruitment, selection, disciplinary actions, counseling, and performance reviews.
- Build relationships with customers.
- Promote the store and its services through external customer interactions, ensuring the shop is clean and presentable at all times, and participating in sales promotions applicable to the drive sales.



- Harvest the relationship with the community/city by actively participating in local organizations, as the store representative.
- Exercise leadership consistent with company goals.
- Assist in administrative tasks, such as the handling and preparation of paperwork.
- Other duties as assigned.

Qualifications

- Knowledge of current management and organization principles, practices, and techniques.
- Experience in managing budgets, sales forecast and profit performance.
- Strong customer service experience and the fundamental knowledge of the automotive service.
- Ability to calculate figures and amounts such as discounts, interest, commission proportions, percentages and area. Ability to apply concepts of basic math.
- Awareness of health and safety laws and associated regulations.
- Knowledge of current materials, methods, tools and equipment used in auto repair.
- Possess excellent time management and organizational skills.
- Strong computer skills: typing, email, internet and software navigation.
- Ability to carry out oral and written instructions.
- Ability to communicate effectively orally and in writing.
- Ability to supervise and delegate work to subordinates as needed.
- Maintain a valid driver's license.

Education and Experience

- High school diploma or GED.
- Minimum of 5 years of customer service in an automotive repair industry environment.
- At least 3 years in a retail supervisor or management role.